

ITEM	QUESTION	RESPONSE
1.	<p>a. Will the contractor be required to reside in or, conduct business from, a particular part of the country?</p> <p>We conducted a training of the trainer involving 10 of our employees here at MCO in 1998 and we have used a Cultural Competence curriculum to train 1,700 to 2,000 of our employees since that time.</p> <p>b. Consequently, could you explain to me what you mean by an "off the shelf" training program?</p>	<p>a. No; however, the Contractor shall be expected to travel for periodic meetings in the Washington, DC Metro area.</p> <p>b. See Attachment B for the definitions of 'commercial item' and 'off-the-shelf'.</p>
2.	<p>My company developed a Cultural Awareness course in 2002. This course is being used by local, state, federal, and tribal law enforcement subscribers throughout the United States.</p> <p>Our question deals with eligibility. Our firm is a Small Business but over the \$6 Million dollar limit set in NAICS 611430. Given this fact, is it permitted to team with a company that meets the dollar limitation?</p>	<p>Please see Attachment E for the Federal Acquisition Regulation for a definition of term 'annual receipts' and how it relates to the size limitation for small businesses (i.e., NAICS 611430 - \$6 million).</p> <p>Regarding eligibility, it is a business decision on how companies team or subcontract to present an offer in response to the solicitation.</p>
3.	<p>a. Isn't this contract a 100% set aside for minority owned and operated businesses?</p> <p>Although I am an African American, the Medical College of Ohio obviously is not.</p> <p>b. Would that preclude MCO from bidding on this contract? Please advise.</p>	<p>a. Yes.</p> <p>b. The entity that submits an offer must be a certified small business at time of offer submission.</p>

<p>4. I am a small, business owner in El Paso Texas interested in quoting the CULTURAL AWARENESS and SENSITIVITY TRAINING RFQ. Our company provides web solutions for business and government agencies such as the E-Learning program that you are requesting on this RFQ. Our E-Learning program is a very versatile, simple but powerful, easy to use system where you would have full control of the content.</p> <p>If you do not mind, we have the following question:</p> <p>a. Would you consider purchasing our E-Learning system from us, and the content and training from another company?</p> <p>b. It looks by your RFQ that you prefer for one single source to put the entire system together for you. Would you consider referring the company you prefer with the content of this program, and we will see if they would be interested in working with our E-Learning program?</p> <p>We will continue to look for a company the will offer the content of this program to partner with.</p>	<p>a. It is the intent of the IRS to purchase the paper-based and E-Learning component of the required training from a single entity. It is a business decision by vendors on how an offer is submitted in response to this training requirement.</p> <p>b. This requirement was issued via the IRS Procurement web site; therefore, no 'formal' bidder's list exists. However, based on e-mails received in response to the RFQ, a list of interested parties has been developed (see Attachment C - List of Interested Parties).</p>
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5.	<p>For the Cultural Sensitivity Training, does the course have to be a current "off-the-shelf" product or can it be a training adapted from an existing graduate level college course as long as the final training can be delivered within the specified time line?</p> <p>We offer a graduate level academic course in Cultural Awareness, Sensitivity and Respect that is written by Dr. Karen Lea. Although the current focus of this course is for education personnel and administrators, it could be quickly and easily adapted to meet the needs of IRS employees.</p> <p>The course is a stored media (CD-based) course that can be taken on any personal computer or networked throughout a system to allow access anywhere in the world. Since this is a graduate level course it trains professionals at the highest possible level for cultural awareness. The course also has a tracking system that allows an administrator to track individual completion and final scores for the training course, allowing group status reports to be printed for confirmation of training completion documentation.</p> <p>I believe the adaptation of this course would be an excellent fit with what the IRS needs, but I will not submit a proposal unless you confirm that it would be acceptable for Virtual Education Software and Dr. Karen Lea to adapt the existing course to meet the exact specifications of this solicitation. We would be able to meet the initial phase-in time of six months. We could also deliver a completely operational, self-supported, customized course to the IRS for approximately \$250,000.</p>	<p>Yes; this requirement has been issued as a 100% small business set-aside for a commercial item, off-the-shelf paper-based and e-learning training materials for cultural awareness and sensitivity training. At this point, there is sufficient competitive interest within the small business community for this requirement.</p>
6.	<p>I had a few questions regarding solicitation #TIRNO-04-Q-00096 that I hope you can help me with.</p> <p>a). Can all elements of the proposal (pricing/technical) be submitted in one bound volume?</p> <p>b). Are the commercially available, off-the-shelf training materials required to be submitted with the proposal?</p>	<p>a. Yes.</p> <p>b. Yes; it is expected that the offerors' commercially available, off-the-shelf training product, that most closely resembles the requirements of the IRS statement of work will be submitted for evaluation and will be used by the Offeror, if asked to make an oral presentation.</p>

7.	<p>Please clarify the nature of the "e-learning components" in relationship to the classroom-training paper based program.</p> <p>That is, should the e-learning be literally equivalent to the classroom content so it can serve as a replacement, or, is the e-learning more of an add-on, supplement and reinforcement of the classroom training along the lines of a blended learning philosophy?</p>	It is anticipated that the E-Learning component would be equivalent to the classroom instruction.
8.	<p>With regards to Section IV, Item 2.7, I'm not quite clear on whether the commercially available, off-the-shelf training materials should be submitted ONLY as part of the Oral Presentation, or should be included in the initial submission AS WELL AS with the Oral Presentation. If you could clarify it would be appreciated.</p>	See response to question #6 above.
9.	<p>a. When the contract is awarded do you anticipate work on the contract starting prior to January 1, 2005?</p> <p>b. Have you received a significant number of responses thus far to the RFQ?</p>	<p>a. Yes.</p> <p>b. Competition is achieved when offers are received from at least 2 viable vendors; at this point there is significant competition for this requirement. The exact number of 'interested parties' is deemed 'procurement sensitive' information and cannot be divulged.</p>

10.	<p>Our firm, Company 'A', is very interested in responding to REQUEST FOR QUOTATIONS (RFQ) TIRNO-04-Q-00096: <i>Perpetual License for Paper-based and E-Learning Training Modules for Cultural Awareness and Sensitivity Training</i>.</p> <p>In 1998, 'A', which is a private non-profit organization, set up a wholly owned for-profit subsidiary called Company 'B' that conducts training on cultural awareness and diversity issues. 'A' is currently in the process of planning and implementing the sale of 'B' to individual owners. Upon completion of the sale which will take place in the next few weeks, 'B' will be a small business. 'B' will have bought 'A' s materials, capabilities, and right to any contracts (including a contract with the IRS, if awarded.)</p> <p>Please let me know if 'A' can respond to the above mentioned RFQ, with the understanding that the contract would be awarded to 'B' and the work would be carried out by 'B'.</p>	<p>Based on your scenario, Company 'A', a large business would submit a response to the RFQ and if determined to be the successful offeror, would be awarded the contract and then turn the award over to Company 'B', a small business.</p> <p>In response to your question – No, a business must be a 'small business' at the time its offer is made in response to a solicitation.</p>
11.	<p>a. How will your office handle questions from bidders about the details in the RFQ?</p> <p>b. Will answers to questions be shared with all bidders?</p> <p>c. Will there be a pre-bidders conference?</p>	<p>a. When questions are received that impact the offerors' ability to submit an offer based on the most accurate information available, an Amendment is issued to provide the responses to all interested parties.</p> <p>b. The Amendment is announced in FedBizOps; the Amendment (with Q & A) is posted/published on the IRS Procurement website and provided to interested parties via e-mail</p> <p>c. No.</p>

12.	<p>a. Just to clarify, it is our understanding that you would purchase our learning system with copyright licensing that would allow the IRS to make modifications to the system for internal IRS use. We would retain all original copyrights, allowing us to continue to sell our original program to other clients.</p> <p>b. Currently, we offer our Internet video portions of the learning system in Windows Media and Flash formats. Additional interactive testing is accomplished through interactive HTML tests, based upon the video and written materials presented. Do you require more complex interactive programming? If so, could you more precisely describe what you need?</p> <p>c. We are assuming the "Train the Trainer" manuals will also require live sessions with our representatives. For these sessions, we have found that the ideal length is about an hour and a half. Can you give us an idea of how many of these sessions your trainers would be available to attend?</p>	<p>a. Correct.</p> <p>b. No.</p> <p>c. It is anticipated that the 'Train-the-Trainer' session will be conducted at a single site to be determined after contract award. It is anticipated that the 'Train-the-Trainer' session would be a minimum of 4 hours.</p>
13.	<p>Can a 'small business' act as the prime contractor and then have a subcontractor that is a large business? We noted that the RFQ states that it is a "not a restricted bid."</p>	<p>A 'small business' can team with a 'large business' provided the 'small business' provides 50% of the actual work of the solicitation/statement of work.</p> <p>Via this Amendment, the RFQ has been revised to correct the RFQ cover letter and to add the applicable clause, 52.219-14, <i>Limitations on Subcontracting (Dec 1996) (15 U.S.C. 637(a)(14))</i> at Section II, item 2, 52.212-5 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS - COMMERCIAL ITEMS (JUNE 2003).</p> <p>Additionally, amendment Attachment D is to be completed and provided with the offer submission.</p>

14.	Is the response date still 8-05-04 by 3:00 pm EST?	No; the closing date has been extended until Monday, August 16, 2004.
15.	How long should the paper based class be?	It is anticipated that following modification of the course material to meet IRS specifications, the final paper-based training session would be approximately 2 – 3 hours in duration.
16.	How long should the E-Learning class be?	It is anticipated that following modification of the course material to meet IRS specifications, the final E-Learning training session would be approximately 2 – 3 hours in duration.
17.	Are there any other requirements to the e-learning component i.e., speakers, flash players, media players, etc.?	Please see response to Question 12 b above.
18.	Should this program be in several different languages?	No.
19.	Is there a different class for managers and employees?	No.
20.	Of the 90k participants how many will be e-learning and how many will be paper based? This will be helpful as the e-learning cost and paper based cost differs.	The successful offeror will provide training to 30 IRS staff members (see CLIN 0006) who in turn, will be responsible for providing training to the 90K IRS employees. The vendor will only be required/ responsible for providing a TRAIN-THE-TRAINER class for that cadre of personnel.
21.	How do we determine fixed travel cost total for CLIN 003 & 005 without the projected number of days needed?	Travel expenses will be on a cost-reimbursable basis. The pricing table for the RFQ has been modified to add a Contract Line Item Number (CLIN) 0007 - TRAVEL with a not-to-exceed (NTE) amount of \$7,500. This NTE amount is applicable to all offerors.